

## FEES AND PAYMENTS:

We make every effort to keep down the cost of your medical care. Payment of any outstanding balance upon completion of each visit is requested. The receipt form we give you at the end of each visit contains the information needed from the doctor for your insurance company to process your claim.

If your child has been hospitalized (including newborns) our office will file your insurance claim for you.

**INSURANCE PLANS** – If we are a preferred provider for your plan, we will bill your insurance for any charges incurred at your visit, less any copayments which are required to be paid at the time of service. We will also request that you present your insurance card at each visit. Upon notification from your insurance company regarding payment, we will balance bill you for any charges that are patient responsibility and expect payment in a timely manner. Paying your balance promptly will enable us to continue to be providers in your insurance plan. Our office does not have information regarding your benefits, deductibles or copayments. You should thoroughly read any literature your insurance company provides to better understand how your particular plan works. We cannot change any codes once the charges have been submitted.

We would like to remind you that your financial responsibility in this office is between you and the physician rather than between the office and your insurance company. We know questions can arise on insurance matters and these should be discussed with our Business Office staff (847) 615-4654. We will be happy to help you receive maximum benefits.

## COPY FEES:

A \$15.00 fee will be charged for each record you are requesting copied, either for your personal use or to be forwarded to another doctor's office. We will supply a copy of your child's immunization record at no charge.

## A FINAL WORD:

Remember that good doctor-patient communication results in greater cooperation in caring for your child's health problems. We encourage you to discuss any and all problems with us. Early recognition of problems ensures optimal medical care. Our office policies are available for your review upon request.



### LAKE SHORE PEDIATRICS, LTD.

DIANE FONDRIEST, M.D.

SHERI ROSS, M.D.

SUSAN SHEINKOP, M.D.

DAVID SALTZMAN, M.D.

MELANIE GOODELL, M.D.

DEBORAH GULSON, M.D.

RILEY MINSTER, M.D.

RILINA GHOSH, M.D.

ELIZABETH MICHAELS, D.O.

MARTHA BALL-PIGNATARO, APN

JAN ODIAGA, APN

900 N. WESTMORELAND  
SUITE #106  
LAKE FOREST, ILLINOIS 60045  
TELEPHONE: (847) 615-0700

1800 HOLLISTER DRIVE  
SUITE #220  
LIBERTYVILLE, ILLINOIS 60048  
TELEPHONE: (847) 362-5707

27790 W. HIGHWAY 22  
SUITE #36  
BARRINGTON, ILLINOIS 60010  
TELEPHONE: (847) 381-2428

# *We welcome you as a patient...*

and appreciate the opportunity to provide you with medical services. The information that follows is designed to answer many of the questions most people have. We want you to know about our policies and methods of practice. The more you know, the more we can be of service.

Our practice is limited to the care of children from birth to adolescence. Everyone in the practice operates as a team member. All of the doctors and nurse practitioners work closely together so that one or another is always available to help you.

## PRACTICE HOURS:

### *LAKE FOREST*

Mon. through Fri.  
9:00 am - 12 pm / 1:00 pm - 5:00 pm  
Saturday  
9:00 am - 12 pm

### *LIBERTYVILLE*

Mon. through Fri.  
9:00 am - 12 pm / 1:00 pm - 5:00 pm  
Saturday  
9:00 am - 12 pm

### *BARRINGTON*

Mon. through Fri.  
9:00 am - 12 pm / 1:00 pm - 5:00 pm  
Saturday  
9:00 am - 12 pm

## APPOINTMENT:

We see our patients on an appointment basis, and we request that you make an appointment in advance so that we can reserve time for you. We make every effort to honor all time commitments and request that you extend the same courtesy to us. If appointments cannot be kept, please call and cancel. Similarly, if you are running late, please let us know. We do not have a specific walk in time for sick children. Please always call our office first, to be certain the doctor is available and in the office at that time. The receptionist will be available at 8:30 AM and will work with you in scheduling the best time for your child to be seen that day. On occasion, emergencies do interrupt office hours, and whenever possible you will be informed if there will be delays. A \$35.00 fee will be charged for physicals not cancelled 24 hours in advance.

If you decide an additional child needs to be seen when you have only one appointment scheduled, please call and let the receptionist know as soon as possible. This will help us adjust our schedule to accommodate you. Should you have a need to bring your child directly to the office during regular hours without a pre-scheduled appointment, an additional walk-in fee will be added to your charges. This charge is not billable to your insurance company.

\* If you wish to see a particular physician or nurse practitioner for your visits, please tell the receptionist when you schedule your appointment, otherwise you will see whoever is working on the day you have selected. This should not be a problem as our medical ideas are similar and we all strive to give your child the best care.

## TELEPHONE CALLS:

All patients are encouraged to call with medical or routine childcare questions during office hours. Your questions will be answered by a nurse. If you or the

nurse feel a doctor's opinion is needed, your call will be returned at the earliest opportunity, during the lunch hour, or after office hours. There may be a charge associated with this call.

If you are calling about a prescription refill, please know the name and dosage of your medication and a pharmacy number we can call. The pharmacy may also fax us directly.

If you are calling about lab results, please call from 3:00 pm - 4:30 pm the next day.

## AFTER HOURS TELEPHONE CALLS:

If you have an urgent concern after office hours or at the lunch hour, please call our office. The answering service will forward emergency calls to the doctor or nurse practitioner on call. Your call will be returned at the earliest opportunity barring no other emergencies. Concerns that can wait up to 2 hours for a return call should be left on the voice mail line. There may be a charge associated with this call.

## EMERGENCY CARE:

We recognize that emergency situations can arise and we will do our best to respond to your problem promptly. In the event of a severe situation, go immediately to the emergency room of the nearest hospital and ask them to contact us. If the situation is not that severe, please call us first. We are affiliated with:

Lake Forest Hospital: (847) 234-5600

Good Shepherd Hospital: (847) 381-9600

Children's Memorial Hospital: (773) 880-4000